Unknown

From: Leighow, Sharon W (GOV) [sharon.leighow@alaska.gov]
Sent: Friday, July 27, 2007 3:33 PM
To: gov.sarah@yahoo.com
Cc: Perry; Kristina Y (GOV)
Subject: Palmer Pride

Palmer Pride Picnic
Welcome remarks and Palmer Citizen of the Year remarks
July 27, 2007
Governor Sarah Palin

Thank you - Mayor Combs for the invitation to the Palmer Pride Picnic.

A big thank you to the many businesses that sponsored this terrific event! To the city of Palmer and the Palmer Chamber of Commerce – another job well done!

It's always great to be able to spend time in the Valley during the summer!

It is a privilege to be with you here today. And it is truly an honor to be able to congratulate the 2007 Palmer Citizen of the Year - Mary Jo Parks!

(If she is there)

Thank you, Mari Jo - for your incredible dedication and commitment to our community and residents who have been touched by your kindness and generosity.

Please know that your commitment to our community does not go unnoticed by many who have been touched by your dedication to our youth and families

Your work with the Mat-Su Special Santa Program and Halloween Hollow has benefited many families.
The Special Santa Program truly makes magic happen. In 2005, over 1840 children from 683 families, ages newborn to 18, received gifts through the generous donations of people in the Valley. And I know thousands of kids have taken part in Halloween Hollow. As a parent, I thank you for helping to provide a safe atmosphere for our kids! Thank you for making these events happen!

It is people like you – people who go above and beyond to help others- that make this city great. Again, I say thank you for giving back to your community.

(shake hands)

Thank you so much for hosting such a great event! I look forward to enjoying the picnic and visiting with you. Thank you!

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Sharon Leighow
Deputy Press Secretary
Deputy Communications Director

465-4031 Juneau
269-7450 Anchorage
240-7943 cell

Unknown

From: Leighow, Sharon W (GOV) [sharon.leighow@alaska.gov]

Sent: Friday, July 27, 2007 11:52 AM

To: gov.sarah@yahoo.com; Perry; Kristina Y (GOV)

Subject: Kyle Hopkins ADN

Welcome back Governor!

Kyle Hopkins is doing a story that will be published this weekend similar to the one Sabra was working on regarding special sessions being held outside of Juneau. He would like a few minutes of your time this afternoon regarding the fall session and your philosophy on where commissioners should live (is there any mandate?).

In case he asked you where you are spending your time, I have already told him that the mansion is undergoing needed repairs i.e. windows, pipes etc. and your office is undergoing asbestos abatement.

His numbers are 257-4334 and cell 382 2159.

Please let me know if you would like me to handle this. I do feel that strong words from you regarding the special session will hit home.

Thank you.

Sharon Leighow
Deputy Press Secretary
Deputy Communications Director

465-4031 Juneau
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Unknown

From: Mason, Janice L (GOV) [/O=SOA/OU=FIRST ADMINISTRATIVE GROUP/CN=RECIPIENTS/CN=JLMASON]
Sent: Friday, July 27, 2007 4:57 PM
To: gov.sarah@yahoo.com
Cc: Perry; Kristina Y (GOV); Tibbles; Michael A (GOV)
Subject: RE: Soldier

Governor - I am awaiting word from DMVA on this information. They should have it forth coming by Monday, July 30. Janice

-----Original Message-----

From: gov.sarah@yahoo.com [mailto:gov.sarah@yahoo.com]

Sent: Thursday, July 26, 2007 2:49 PM

To: Mason, Janice L (GOV)

Subject: Soldier

J: pls let me know if we hear about the recent AK soldier (from Copper Cntr) who was killed in action - his funeral should be next wk and I'd like to attend. Thank you

Sent from my BlackBerry® device from Cellular One

Unknown

From: Governor Sarah Palin (GOV sponsored) [/O=SOA/OU=FIRST ADMINISTRATIVE GROUP/CN=RECIPIENTS/CN=GOVERNOR]
Sent: Friday, July 27, 2007 10:07 AM
To: Mason; Janice L (GOV); Cayce; Sunny C (GOV); Provost; Kathryn T (GOV)
Subject: FW: Message to all DOT&PF Employees - July 2007

From: Veasey, Teri A (DOT)
Sent: Thursday, July 26, 2007 8:13 PM
To: Governor Sarah Palin (GOV sponsored); Tibbles, Michael A (GOV); Kelly, Russell T (GOV)
Cc: Provost, Kathryn T (GOV)
Subject: FW: Message to all DOT&PF Employees - July 2007

From: Von Scheben, Leo (DOT)
Sent: Thursday, July 26, 2007 8:55 AM
To: Veasey, Teri A (DOT)
Subject: FW: Message to all DOT&PF Employees - July 2007

Please forward this to the Governor and Mike Tibbles and Russ Kelly. LEO

From: Commissioner, DOT (DOT sponsored)
Sent: Wednesday, July 25, 2007 4:07 PM
To: DOT - All Staff
Subject: Message to all DOT&PF Employees - July 2007

When I came on board in February I discussed with you my five-point business philosophy. I've been happy to see that many DOT&PF staff have posted copies of this philosophy in their workspaces. If you recall, the points are:

1. Customer Satisfaction
2. Employee Satisfaction
3. Quality Products
4. Have some Fun
5. Manage the Money

I'd like to take a couple moments discussing the issue of customer satisfaction. While we all work for the people of Alaska, some divisions also have more localized customers that they serve. The Alaska Marine Highway System, as an example, serves those people who chose to ride our ferries. Design, is another example, serves our construction section. Well, here are some points I'd like to share with you on how to sharpen that service quality to the people of Alaska, users, and other internal customers:

1. Communicate to your customer (communication is always going to be number one).
2. Be consistent in providing and delivering noticeably superior service.
3. Your customer will define the value of services so find out what they want and deliver it.
4. Your customer will continually judge your service so get as much feedback as possible (face to face is best).
5. Try and exceed the customer's expectation.

6. Listen to your customers. They usually will tell you their needs.
7. Continually evaluate your service. Ask yourself, "How am I doing"?
8. No surprises – never, ever surprise the customer. Customers do not like surprises and they particularly don't like surprises involving the issues of budget and schedule.
9. Don't be afraid to talk to your customer – again communicate.

All-in-all, customer service is all about letting the customer set the value, measure yourself and your performance and communicate -- communicate -- communicate.

I recently attended a successful groundbreaking ceremony on the new Glenn-Bragaw interchange. It was great that Governor Palin was on hand to give this important project a proper sendoff. As many of you know, this is the first phase of the Highway-to-Highway project which will one day provide an expressway linking the Glenn with the Seward Highway. I also attended the recent Glenn Highway Weigh Stations opening. Kudos to the MSCVE for their work on this project. The CVISN is exciting technology that will benefit the efficient movement of freight across our highways. This is something the trucking industry should really appreciate.

The Marine Transportation Advisory Board has had two meetings so far this summer and we're expecting good things out of this advisory group. I am looking to the MTAB to provide a statewide perspective on ways the Marine Highway System can deliver dependable service with the funding the Legislature has made available. We certainly understand the concerns expressed regarding service to Prince William Sound this winter and we are doing what we can to aid the communities with the budget that we have been given.

I continue to be concerned about the issue of attrition of our workforce, particularly the loss of mid-level managers within the department. I hope that all supervisors are thinking about recruiting and retaining the next generation of leaders within the department.

Leo

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*Leo von Scheben*, P.E., L.S., M.B.A.
DOT&PF Commissioner
dot.commissioner@alaska.gov
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Unknown

From: Mason, Janice L (GOV) [/O=SOA/OU=FIRST ADMINISTRATIVE GROUP/CN=RECIPIENTS/CN=JLMASON]
Sent: Friday, July 27, 2007 3:13 PM
To: gov.sarah@yahoo.com
Cc: Perry; Kristina Y (GOV); Tibbles; Michael A (GOV)
Subject: AK Board Room Card for Gov. Palin

Governor - FYI

At Gary's request you have an active Board Room Membership with Alaska Airlines. The account is active now and is the same number as your frequent flyer number, Privileged c. They are mailing a temporary card today, and will have a permanent card to you in a few weeks.

Janice